



CDSS

WILL LIGHTBOURNE
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
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EDMUND G. BROWN JR.
GOVERNOR

August 17, 2015

Mr. Charles Palmer
Civil Rights Coordinator
Los Angeles County Department of Public Social Services
12860 Crossroads Parkway South
City of Industry, CA 91746

Dear Mr. Palmer:

This letter is to advise you that the Corrective Action Plan you submitted on June 30, 2015, in response to the results of our 2013-2014 Civil Rights Compliance Review is approved.

We will be monitoring the implementation of your corrective action items through your Civil Rights Coordinator.

If you have any questions, please contact Daniel Cervantes (consultant) at (916) 654-0946. You may also contact your consultant by e-mail at Daniel.Cervantes@dss.ca.gov.

Sincerely,

Original signed by Bureau Chief

JIM TASHIMA, Chief
Civil Rights Bureau
Human Rights and Community Services Division

c: Sheila Early, HSA III

Mike Papin, Chief
CalFresh Policy Bureau

Carlos Ocampo, Chief
Field Operations Bureau

Sysvanh Kabkeo, Chief
CalFresh Management Operations Section

Paul Gardes
CalFresh Policy Bureau

Thuan Nguyen
Refugee Programs Bureau

Joe Torres, Office of Civil Rights
USDA Food and Nutrition Services
Supplemental Nutrition Assistance Program (SNAP)
Western Region

Andrew Riesenber
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Western Region

**CDSS CIVIL RIGHTS COMPLIANCE REVIEW
FISCAL YEAR 2013-14**

**LOS ANGELES COUNTY DPSS RESPONSE TO
FINDINGS AND CORRECTIVE ACTIONS**

III. DISSEMINATION OF INFORMATION

LOS ANGELES COUNTY DPSS

REVIEW ELEMENT: SIGNAGE, POSTERS, PAMPHLETS

FINDING:

1. Directional Signage.

CORRECTIVE ACTION:

Los Angeles County Department of Public Social Services shall ensure that instructional and directional signs are posted in waiting areas and other places that are frequented by clients and that where such areas are frequented by a substantial number of non-English-speaking clients, such signage shall be translated into appropriate languages. Div. 21-107.212 and .24

RECOMMENDATION:

The county is required to use the latest version of each of the referenced documents. For your information, the most recent version for each of the above referenced documents is:

Pub 13 "Your Rights Under California Welfare Programs" 06/11
Pub 86 "Everyone is Different, but Equal Under the Law" 03/07
Form AD 475B "And Justice for All" 12/99

DPSS RESPONSE:

The Department posted the latest version of the required instructional and directional signs in waiting areas and other places that are frequented by clients.

Completed: August 28, 2014

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

IHSS METRO, 2707 S. Grand Ave., Los Angeles, CA

FACILITY ELEMENT: WATER FOUNTAIN

FINDING:

2. Water fountain too tall at 39".

CORRECTIVE ACTION:

Spout outlets shall be 36" max. above the finish floor or ground. (CA T24 11B-602.4) (ADA 602.4) pg 303

The spout shall be located 15" min. from the vertical support and 5" max. from the front edge of the unit, including bumpers. (CA T24 11B-602.5) (ADA 602.5) pg 303

DPSS RESPONSE:

The water fountain was removed.

Completed: September 23, 2014

FACILITY ELEMENT: MEN'S RESTROOM (LOBBY 1)

FINDING:

3. Restroom door pressure excessive at 15 lbs.

CORRECTIVE ACTION:

The force required to activate operable parts shall be 5 lbs. (CA T24 11B-309.4) (ADA 309.4) pg 224

DPSS RESPONSE:

The door pressure was adjusted to 5 lbs.

Completed: September 12, 2014

FINDING:

4. Permanent restroom identification on wall too low at 40" on center.

CORRECTIVE ACTION:

Tactile characters on signs shall be located 48" min. above the finish floor or ground surface, measured from the baseline of the lowest Braille cells and 60" max. above the finish floor or ground surface, measured from the baseline of the highest line of raised characters. Fig. 8 (CA T24 11B-703.4.1) (ADA 703.4.1) pg 311

DPSS RESPONSE:

The height of the permanent restroom identification signage was raised to 48".

Completed: September 12, 2014

FACILITY ELEMENT: WOMEN'S RESTROOM (LOBBY 1)

FINDING:

5. Restroom door pressure excessive at 10 lbs.

CORRECTIVE ACTION:

The force required to activate operable parts shall be 5 lbs. (CA T24 11B-309.4) (ADA 309.4) pg 224

DPSS RESPONSE:

The door pressure was adjusted to 5 lbs.

Completed: September 12, 2014

FINDING:

6. Permanent restroom identification on wall too low at 40" on center.

CORRECTIVE ACTION:

Tactile characters on signs shall be located 48" min. above the finish floor or ground surface, measured from the baseline of the lowest Braille cells and 60" max. above the finish floor or ground surface, measured from the baseline of the highest line of raised characters. Fig. 8 (CA T24 11B-703.4.1) (ADA 703.4.1) Pg. 311

DPSS RESPONSE:

The height of the permanent restroom identification signage was raised to 48".

Completed: September 12, 2014

FACILITY ELEMENT: WOMEN'S RESTROOM (LOBBY 4)

FINDING:

7. Restroom door pressure excessive at 10 lbs.

CORRECTIVE ACTION:

The force required to activate operable parts shall be 5 lbs. (CA T24 11B-309.4) (ADA 309.4) pg 224

DPSS RESPONSE:

The door pressure was adjusted to 5 lbs.

Completed: September 12, 2014

SANTA CLARITA #51, 27233 Camp Plenty Rd., Santa Clarita, CA

FACILITY ELEMENT: EXTERIOR ENTRANCE

FINDING:

8. Entrance door pressure excessive at: (as you face the building from the outside, left to right) Door 1: 11lbs; Door 2: 12 lbs; Door 3: 6 lbs; Door 4: 15 lbs.

CORRECTIVE ACTION:

The force for pushing or pulling open a door or gate other than fire doors shall be as follows:

1. Interior hinged doors and gates: 5 lbs. max.
2. Sliding or folding doors: 5 lbs. max.
3. Required fire doors: the minimum opening force allowable by the appropriate administrative authority, not to exceed 15 lbs. Exterior hinged doors: 5 lbs. max. (CA T24 11B-404.2.9 (1 • 4)) (ADA 404.2.9 (1 & 2) pg 224

DPSS RESPONSE:

The door pressure was adjusted to 5 lbs.

Completed: August 11, 2014

FACILITY ELEMENT: MEN'S RESTROOM

FINDING:

9. Signage on door is not ADA compliant (generic square sign).

CORRECTIVE ACTION:

Men's toilet and bathing facilities shall be identified by an equilateral triangle, 1/4" thick with edges 12" long and a vertex pointing upward. (CA T24 11B-703.7.2.6.1) pg 310

The triangle symbol shall contrast with the door, either light on a dark background or dark on a light background. (CA T24 11B-703.7.2.6.1) pg 310

The symbol shall be mounted at 58" min. and 60" max. above the finish floor or ground surface measured from the centerline of the symbol. (CA T24 11B-703.7.2.6) pg 310

Where a door is provided the symbol shall be mounted within 1" of the vertical centerline of the door. (CA T24 11B-703.7.2.6) pg 310

DPSS RESPONSE:

The required permanent restroom identification signage was installed to comply with ADA regulations.

Completed: August 11, 2014

FINDING:

10. No ADA accessible signage on wall for permanent identification.

CORRECTIVE ACTION:

Where a tactile sign is provided at a door, the sign shall be located alongside the door at the latch side. (CA T24 11B-703.4.2) (ADA 703.4.2) pg 311

Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. (CA T24 11B-703.4.2) (ADA 703.4.2) pg 311

DPSS RESPONSE:

The required permanent restroom identification signage was installed to comply with ADA regulations.

Completed: August 11, 2014

FINDING:

11. Restroom door pressure excessive at 10 lbs.

CORRECTIVE ACTION:

The force required to activate operable parts shall be 5 lbs. (CA T24 11B-309.4) (ADA 309.4) pg 224

DPSS RESPONSE:

The door pressure was adjusted to 5 lbs.

Completed: August 11, 2014

FACILITY ELEMENT: WOMEN'S RESTROOM

FINDING:

12. Signage on door is not ADA compliant (generic square sign).

CORRECTIVE ACTION:

Women's toilet and bathing facilities shall be identified by an equilateral triangle, 1/4" thick with edges 12" long and a vertex pointing upward. (CA T24 11B-703.7.2.6.1) pg 310

The triangle symbol shall contrast with the door, either light on a dark background or dark on a light background. (CA T24 11B-703.7.2.6.1) pg 310

The symbol shall be mounted at 58" min. and 60" max. above the finish floor or ground surface measured from the centerline of the symbol. (CA T24 11B-703.7.2.6) pg 310

Where a door is provided the symbol shall be mounted within 1" of the vertical centerline of the door. (CA T24 11B-703.7.2.6) pg 310

DPSS RESPONSE:

The required permanent restroom identification signage was installed to comply with ADA regulations.

Completed: August 11, 2014

FINDING:

13. Restroom door pressure excessive at 10 lbs.

CORRECTIVE ACTION:

The force required to activate operable parts shall be 5 lbs. (CA T24 11B-309.4) (ADA 309.4) pg 224

DPSS RESPONSE:

The door pressure was adjusted to 5 lbs.

Completed: August 11, 2014

EAST VALLEY #11, 14545 Lanark St., Panorama City, CA

FACILITY ELEMENT: MEN'S RESTROOM

FINDING:

14. No ADA accessible signage on wall for permanent identification.

CORRECTIVE ACTION:

Where a tactile sign is provided at a door, the sign shall be located alongside the door at the latch side. (CA T24 11B-703.4.2) (ADA 703.4.2) pg 311

Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. (CA T24 11B-703.4.2) (ADA 703.4.2) pg 311

DPSS RESPONSE:

The required permanent restroom identification signage was installed to comply with ADA regulations.

Completed: August 14, 2014

FACILITY ELEMENT: WOMEN'S RESTROOM

FINDING:

15. No ADA accessible signage on wall for permanent identification.

CORRECTIVE ACTION:

Where a tactile sign is provided at a door, the sign shall be located alongside the door at the latch side. (CA T24 11B-703.4.2) (ADA 703.4.2) pg 311

Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall. (CA T24 11B-703.4.2) (ADA 703.4.2) pg 311

DPSS RESPONSE:

The required permanent restroom identification signage was installed to comply with ADA regulations.

Completed: August 14, 2014

LINCOLN HEIGHTS #66, 4077 N. Camp Mission Rd., Los Angeles, CA

FACILITY ELEMENT: EXTERIOR ENTRANCE

FINDING:

16. Entrance door pressure excessive at 12lbs. (both doors).

CORRECTIVE ACTION:

The force for pushing or pulling open a door or gate other than fire doors shall be as follows:

1. Interior hinged doors and gates: 5 lbs. max.
2. Sliding or folding doors: 5 lbs. max.
3. Required fire doors: the minimum opening force allowable by the appropriate administrative authority, not to exceed 15 lbs. Exterior hinged doors: 5 lbs. max. (CA T24 11B-404.2.9 (1 • 4)) (ADA 404.2.9 (1 & 2) pg 224

DPSS RESPONSE:

The door pressure was adjusted to 5 lbs.

Completed: August 12, 2014

V. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES

LOS ANGELES COUNTY DPSS

REVIEW ELEMENT: FINDINGS FROM PROGRAM MANAGER SURVEYS, STAFF INTERVIEWS AND CASE FILE REVIEWS

FINDING:

17. At 14545 East Valley District 11, while reviewing an Arabic case, the information the reviewer needed was not available in the system. The reviewer went to the worker who was in the office that day to clarify some of the comments made in the LEADER system. The signed language preference form (PA 481) stated that the client preferred to speak in Arabic, but wanted all written correspondence in English. As the reviewer spoke to the worker, the worker admitted to speaking to the participant in English. The worker stated that the participant preferred to speak in English. The reviewer then explained to the worker the importance of making sure the participant is speaking in their preferred language and are receiving correspondence in their preferred language. Further, if the participants preferred language is not spoken during contact, the case notes should be documented to reflect the accommodations and the reason the client is not speaking in the preferred language. The worker understood the reasons and expectations of documenting a case thoroughly and accurately.

CORRECTIVE ACTION:

Los Angeles Department of Public Social Services must use and provide translated forms, to include translated notice of action forms, in the clients' primary languages when translated by CDSS. Div. 21-115.2

DPSS RESPONSE:

Civil Rights Section (CRS) released Civil Rights Memo (CRM) 14-02, dated September 24, 2014. The purpose of the CRM is to reinforce staff responsibility to provide and document interpretive services offered and/or delivered at each applicant/participant/consumer contact. The memo reinforces to staff that they must ensure Notices of Actions

(NOAs)/written materials are mailed/given in the preferred written language (if available) of applicants/participants.

Completed: September 24, 2014

VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

LOS ANGELES COUNTY DPSS

REVIEW ELEMENT: FINDINGS FROM CASE FILE REVIEWS AND STAFF INTERVIEWS

FINDING:

18. Documentation if client provided own interpreter.

CORRECTIVE ACTION:

When applicants/recipients provide their own interpreter, the CWD shall ensure that the applicants/recipients are informed of the potential problems for ineffective communication. The CWD shall document in the case record that the applicants/recipients were so informed. Div. 21-116.23

DPSS RESPONSE:

CRS released CRM 14-02, dated September 24, 2014. The purpose of the CRM is to reinforce staff responsibility to provide and document interpretive services offered and/or delivered at each applicant/participant/consumer contact. The memo reinforces to staff the purpose of form PA 481-A, Interpreter Services Statement and Confidentiality Agreement, which is to advise Non-English speaking (NE) and Limited English Proficient speaking (LEP) participants that there is the potential of communication errors when the interpretation process is performed by someone who is not familiar with the terms used by the different programs administered by DPSS.

Completed: September 24, 2014

FINDING:

19. Documentation of interpreter signed confidentiality statement.

CORRECTIVE ACTION:

Consent for the release of information shall be obtained from applicants/recipients when individuals other than CWD employees are used as interpreters and the case record shall be so documented. Div. 21-116.24

DPSS RESPONSE:

CRS released CRM 14-02, dated September 24, 2014. The purpose of the CRM is to reinforce staff responsibility to provide and document interpretive services offered and/or delivered at each applicant/participant/consumer contact. The memo reinforces to staff that form PA 481-A is intended to inform participants and their designated interpreters that the information obtained through the interpretation process is to be kept confidential.

Completed: September 24, 2014

FINDING:

20. Documentation of primary language.

CORRECTIVE ACTION:

Each agency shall ensure that case record identification shows the applicants/recipient's ethnic origin and primary language. Div. 21-201.21

DPSS RESPONSE:

CRS released CRM 14-02, dated September 24, 2014. The purpose of the CRM is to reinforce staff responsibility to provide and document interpretive services offered and/or delivered at each applicant/participant/consumer contact. The memo reinforces to staff that they are to ask participants for their preferred verbal and written language communication, and document their preferred languages in their case files.

Completed: September 24, 2014

FINDING:

21. Documentation that bilingual services were provided.

CORRECTIVE ACTION:

Document the method used to provide bilingual services, e.g., assigned worker is bilingual, other bilingual employee acted as interpreter, volunteer interpreter was used, or client provided interpreter. Div. 21-116.22

DPSS RESPONSE:

CRS released CRM 14-02, dated September 24, 2014. The purpose of the CRM is to reinforce staff responsibility to provide and document interpretive services offered and/or delivered at each applicant/participant/consumer contact. The memo reinforces to staff that they must document the language that was used in providing services and who provided the interpretive services (bilingual worker, contracted interpreter, participant provided interpreter, etc.) when case files are initially started (initial contact, when application is received or at intake), yearly Redetermination/Recertification, and at any time participants request a change in their verbal or written language preference.

Completed: September 24, 2014

FINDING:

22. General

CORRECTIVE ACTION:

Los Angeles Department of Public Social Services County must ensure that proper documentation is kept in the file that identifies all the required elements to ensure compliance. Div. 21-116

DPSS RESPONSE:

CRS released CRM 14-02, dated September 24, 2014. The purpose of the CRM is to reinforce staff responsibility to provide and document interpretive services offered and/or delivered at each applicant/participant/consumer contact. The memo reinforces to staff that

form PA 481, Language Designation form is intended to ensure participants designate their preferred written and spoken language, and remind them that identification of the correct spoken and written language designation ensures effective communication with participants. All staff must ensure that the designated verbal and written language preferences of participants are accurately reflected in LEADER (or other appropriate computer systems for their specific program) as indicated on their signed PA 481.

Completed: September 24, 2014

FINDING:

23. LADPSS has effective forms that allow for thorough documentation. The forms, if filled out correctly and thoroughly, fulfill the state's requirements for documentation. Form PA 481, PA 481 A were found in every case reviewed, but in many instances the form was not completely filled out or the form contradicted what was in the LEADER (or other relevant) program.

CORRECTIVE ACTION:

To ensure quality and thoroughness of documentation, some sort of checklist and/or QA should be implemented to ensure all forms are filled out correctly and all case documentation is thorough and accurate. Please see Division 21-116 and all relevant ACL/ACIN for more information and direction.

DPSS RESPONSE:

CRS released CRM 14-02, dated September 24, 2014. The purpose of the CRM is to reinforce staff responsibility to provide and document interpretive services offered and/or delivered at each applicant/participant/consumer contact. The memo reinforces to staff that during in-house compliance reviews CRS will conduct a review of randomly selected non-English cases. This is to ensure compliance with CDSS Division 21 regulations and to ensure that effective and timely language services were provided to NE/LEP applicants and participants in their designated, preferred languages. Cases will be reviewed for compliance with the following Civil Rights requirements: proper completion of the PA 481; language services provided in accordance with the language designation stated on the PA 481; appropriate language code reflected on computer system or case file; accurate case documentation regarding interpretive services.

Completed: September 24, 2014

VII. STAFF DEVELOPMENT AND TRAINING

No Findings.

VIII. DISCRIMINATION COMPLAINT PROCEDURES

REVIEW ELEMENT: FINDINGS FROM STAFF INTERVIEWS AND PROGRAM MANAGER SURVEYS

FINDING:

24. While visiting IHSS Metro, the reviewer asked multiple receptionists general questions that are asked during the compliance review phone interviews. The IHSS receptionist was able to provide me with the correct information regarding the PUB 13, the Civil Rights liaison and Civil Rights Coordinator, and how to file a discrimination complaint.

Since the lobby is shared with other CDSS funded programs, specifically CalFRESH, the reviewer asked the receptionist at the window directly to the left of the IHSS receptionist for a PUB 13. The CalFRESH receptionist was unable to produce a PUB 13. The reviewer then asked the CalFRESH receptionist if they could provide a discrimination complaint form so a complaint could be filed. The receptionist handed the reviewer a DPSS Service Satisfaction Survey in both English and Spanish. When asked about the Civil Rights Coordinators information, the receptionist was unable to provide the reviewer with neither the Civil Rights Liaison's information nor the Civil Rights Coordinator's information.

At the same location in Lobby 4 where another CDSS funded program is administered, the reviewer asked the receptionist (person 1) how to file a discrimination complaint. Person 1 told the reviewer to go to the main reception area upon entering the building. The reviewer asked person 1 who the Civil Rights Coordinator was and person 1 told the reviewer that information could be found at the main reception area. Person 1 handed the reviewer a small white piece of paper with the title "Why wait in long lines?" The piece of paper was a phone number to the customer service center.

At the main reception area, the reviewer asked the only available receptionist (person 2) how to file a discrimination complaint. Person 2 went over to another receptionist (person 3) and asked for assistance. Both person 2 and 3 began looking through a file cabinet. Only then did a third worker (person 4) know exactly where the paperwork to file a complaint was located. Person 4 brought out a PUB 13, a PA 607, and the Civil Rights Information Notice. Person 4 was a supervisor.

CORRECTIVE ACTION:

Per Division 21-203, all LADPSS public contact staff must be aware of how to correctly respond to a client should they request a PUB 13, a civil rights complaint form, the CRC/CRL's contact information, etc. Further, the receptionist at each office is almost always the client's first interaction with the county. This makes the job of the receptionist critical in terms of providing information and any services needed by the client. Division 21-117 details the staff development and training each public contact employee shall receive as to ensure adequate services provided to the client.

DPSS RESPONSE:

CRS will issue a CRM on the subject of office reception Civil Rights compliance tools, resources and policies.

Target Date: September 15, 2015